



## Vodafone Mobile Postpaid Terms and conditions

### Description

The Specific Terms and Conditions set out for Mobile Postpaid offer is applicable to prospective and existing Vodafone Mobile Postpaid customers. Our General terms and conditions apply

Mobile Postpaid new offer(s) shall commence on August 1, 2019. New and existing Mobile Postpaid customers are subject to the following Specific Terms and Conditions

### Terms & Conditions

#### 1. Eligibility

- (1) Only prospective and current Vodafone Mobile Postpaid customers who are currently not in debt to Vodafone are eligible for this offer(s).
- (2) Vodafone employees are eligible to subscribe to this offer(s)

#### 2. The offer

- a. Customers subscribing to the new mobile Postpaid offer(s) shall benefit from Data, National Call minutes, SMS and International calls minutes as defined in Table 1 below,

Package Name	Rate (VAT Excl.)	Items Provisioned				
		Data (GB)	National call mins	SMS Units	International call mins	Free Facebook
<b>Starter Plan</b>	VT 1,478	500MB	80Mins	200SMS	NA	Free Facebook
<b>Bronze</b>	VT 2,609	2GB	300Mins	500SMS	30Mins	
<b>Silver</b>	VT 5,652	3.5GB	360Mins	600SMS	30Mins	
<b>Silver Plus</b>	VT 7,739	4.5GB	780Mins	1000SMS	30Mins	
<b>Gold</b>	VT 11,043	6.5GB	1080Mins	Unlimited	30Mins	



<b>Platinum</b>	VT 13,304	8GB	1380Mins	Unlimited	30Mins	
<b>Platinum Plus</b>	VT 26,609	12GB	2700Mins	Unlimited	30 mins	

*Table 1: Mobile Postpaid offer*

- b) Customer subscribing to the offer as from Silver plan shall be offered the free smartphone. The rate of the smartphone shall be equivalent to the rental of the plan subscribed
- c) The contractual period shall be 12 months.
- d) The international call mins are offered to selected countries only, such as Fiji, Australia, New Zealand, New Caledonia, France, PNG, China, Philippians, USA, Singapore, Thailand, and Hong Kong. International calls shall be terminated to both Mobile and Fixed.
- e) Should the customer wishes to make international calls to countries not selected in the new Mobile postpaid offer; the customer shall be charged at standard Pay as you use (PAYU) International rate.
- f) Should the Customer exceeded the allocated data Mb, calls mins or SMS units, the Customer shall be charged on Pay PAYU basis at a standard Mobile postpaid rate
- g) In the event where the customer does not use up the allocated Data Mb, call mins and SMS, No carry-over shall be allowed.
- h) The Validity of each package is for a period of 30 days.

### **3. Conditions of offer**

- a) The offer is eligible over Mobile Post-pay only
- b) Tariff for national and international calls and SMS on PAYU are charged at standard Mobile postpaid rates.
- c) Tariff for Data Mb on PAYU is charged at 11vt per Mb
- d) The package may be subscribed to at any time of the month. A pro-rata calculation shall be applied to the Mobile Post-pay packaged.
- e) Customers must comply with VODAFONE's standard payment term which is paid on or before the 20th of each month
- f) Existing Customers shall be migrated to the plans as described in the following points
  - i Existing Starter plan for 1,511 plus Vat shall be migrated to Starter plan for 1,478 plus Vat.
  - ii Existing Bronze plan for 2,667 plus Vat shall be migrated to the Bronze plan for 2,609 plus Vat.
  - iii Existing Silver plan for 5,778 plus Vat shall be migrated to the Silver plan for 5,652 plus Vat.



- iv Existing Gold plan for 11,111 plus Vat shall be migrated to the Gold plan for 11,043 plus Vat.
- v Existing Platinum plan for 13,333 plus Vat shall be migrated to Platinum plan for 13,304 plus Vat.
- vi Existing Platinum plan for 26,667 plus Vat shall be migrated to Platinum plan for 26,609 plus Vat.
- g) The General Terms and Conditions shall apply to Mobile Postpaid offer
- h) Existing Mobile postpaid customers shall benefit from the change on the respective packages.

#### **4. VODAFONE Rights Reserved**

- a) The Specific Terms and Conditions set out to apply to the Mobile postpaid offer only and cannot be used or interpreted in any other Telecom Vanuatu Limited products or services.
- b) VODAFONE reserves the right to change the Specific Terms and Conditions of this offer at any time upon giving customers reasonable notice. VODAFONE and the Regulator must approve it.
- c) Upon reasonable notification to the Regulator and the Customers, VODAFONE reserves the right to extend the offer or stop selling the offer.